



**MINET JUNIOR SCHOOL**  
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Dear Parent/Carer

Minet Junior School has introduced a more convenient way to pay for school meals, trips, and much more online, using a secure service called ParentPay. You will soon receive a letter with details of how to make your account. Meals need to be chosen by the afternoon the day before. You can however choose to book more than one week in advance. If you have not booked by the cut off point please provide a packed lunch for your child. If your child has not booked a meal or does not have a packed lunch, then a basic snack will be given to them.

ParentPay is now live in the school and we no longer accept cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores. To pay in this way you will need to purchase a payment card from ParentPay. Payment cards take about two weeks to arrive (this card can be used for meal payments only) and you will need to do this through your parent pay account. There is also a new option to pay by bank transfer, this can be set up from within your own parent pay account.

#### **Making secure payments online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, or a staff account you can create one log on and choose to add more children's accounts to it. You will then be able to manage all your children's payments through one account.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

#### **Using PayPoint**

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are **N R News**, 12 Coldharbour Lane and **Manoo Superstore**, 7 Broadway Parade.

Trip and activity information letters will carry a unique barcode, which will allow you to make cash payments at your local PayPoint store.

We hope you will support us in achieving our goal to become a cashless school.

**You will receive your unique ParentPay Account activation details soon. Please register your account as soon as possible, credit the account with funds and order your child/rens meals for their return to school.**

For further information on ParentPay please see the FAQs overleaf or visit [www.parentpay.com](http://www.parentpay.com).

Yours faithfully

*K Ryan*

Head Teacher

# ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection. <https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.

<https://www.parentpay.com/privacy-policy/>

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**

**If you feel you need help with setting up your account we will have three after school sessions where there will be help available. You will need to bring your registration letter with you along with a working email address. We will help you register your account and you will then need to log onto your account and activate it. (Please be aware that you will need to log onto your email at home to do the final activation and then log onto your account to add payment details).**

**SESSIONS:**

**Tuesday 11<sup>th</sup> December After School until 4pm**

**Tuesday 18<sup>th</sup> December After School until 4pm**

**Thursday 20<sup>th</sup> December After School until 4pm**